

Helpline Analysis

Helpline Analysis August 2017

Incoming calls

Direct calls 507
Internal transfer calls 201
Average call length 5.6mins

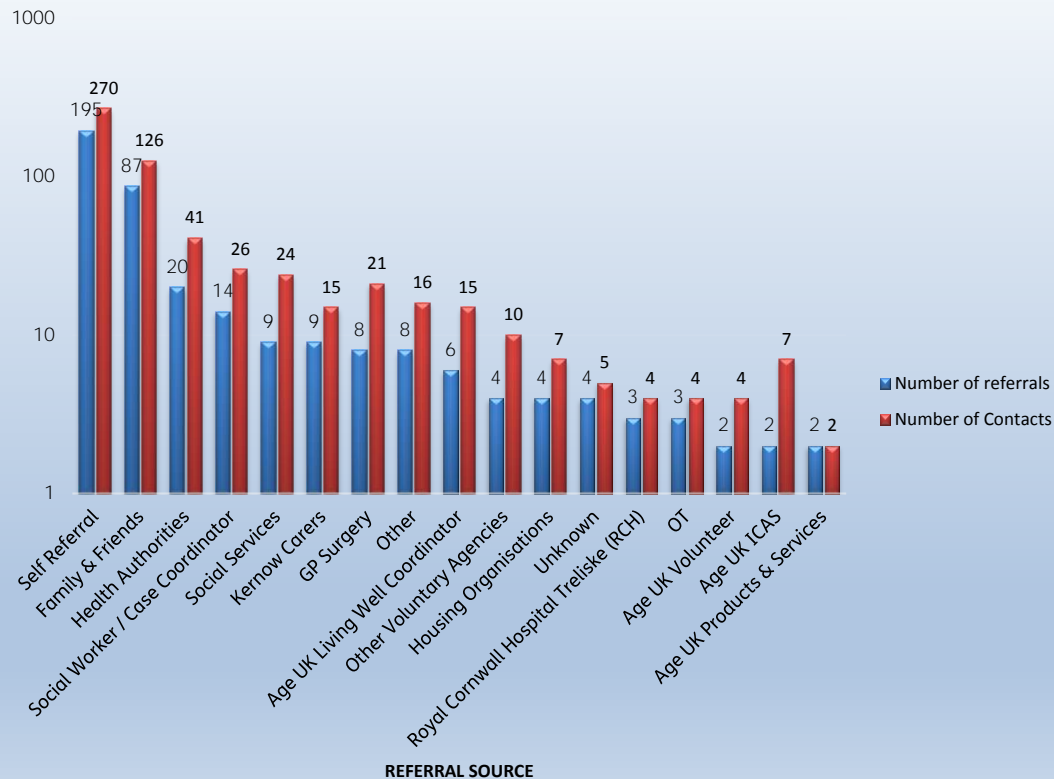
Other call traffic

Abandoned calls 13
Calls to voicemail 201
Outgoing calls 591

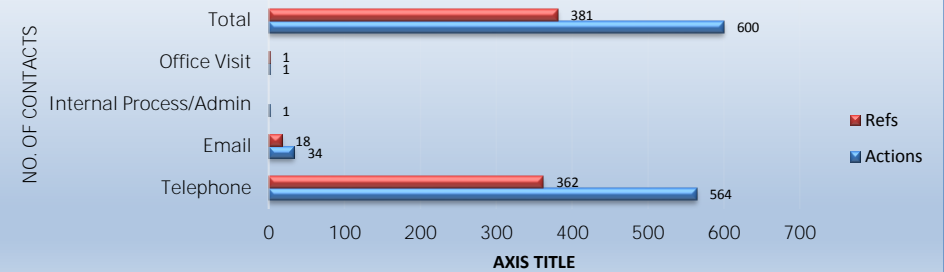
Reception call comparison

Direct calls 768
Abandoned calls 32
Average call length 1.2mins

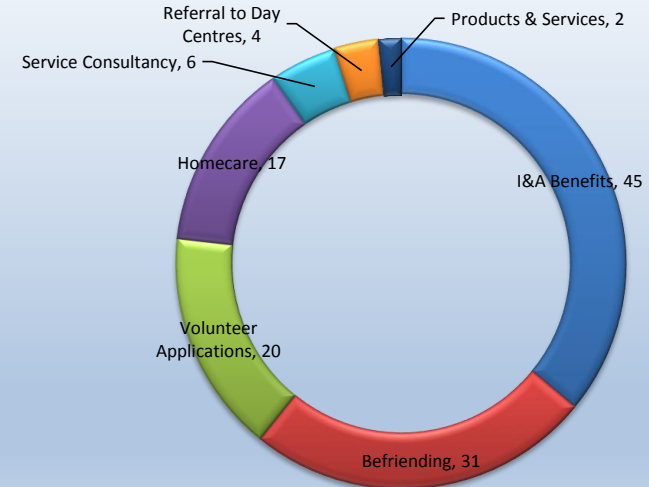
Referrals by source



Contacts by method



Helpline referrals to internal services



Monthly Summary

Aug-17

Referrals to other services	Count
I&A Benefits	45
Befriending	31
Volunteer Applications	20
Homecare	17
Service Consultancy	6
Referral to Day Centres	4
Products & Services	2
Total	125

Call Success Rate	Referrals	Contacts
Successful	353	572
Unsuccessful (Add To Notes)	28	28
Grand Total	381	600

Contact method	Referrals	Contacts
Telephone	362	564
Email	18	34
Letter		
Office Visit	1	1
Internal Process		1
Total	381	600

Source of referral	Number of referrals	Number of Contacts
Self Referral	195	270
Family & Friends	87	126
Health Authorities	20	41
Social Worker / Case Coordinator	14	26
Social Services	9	24
Kernow Carers	9	15
GP Surgery	8	21
Other	8	16
Age UK Living Well Coordinator	6	15
Other Voluntary Agencies	4	10
Housing Organisations	4	7
Unknown	4	5
Royal Cornwall Hospital Treliske (RCH)	3	4
OT	3	4
Age UK Volunteer	2	4
Age UK ICAS	2	7
Age UK Products & Services	2	2
Access Team	1	2
Age UK TAP		
Age UK Homecare		1
Total	381	600

Month on Month Analysis

Referrals to other services	Mar	Apr	May	Jun	Jul	Aug
I&A Benefits	16	54	51	22	38	45
Befriending	0	0	0	20	31	31
Volunteer Applications	0	0	11	1	19	20
Service Consultancy	1	1	5	14	14	6
Homecare	20	24	23	29	10	17
Referral to Day Centres	2	0	0	0	5	4
Products & Services	0	0	0	3	1	2
TAP	1	0	0	0	0	0
TOTAL	40	79	90	89	118	125

Contact method	Mar	Apr	May	Jun	Jul	Aug
Telephone	261	243	272	260	349	362
Email	5	13	2	1	17	18
Letter	1	1	0	1	2	0
Office Visit	3	2	0	0	3	1
Internal Process	0	0	0	1	7	0
Other	2	0	0	0	0	0
TOTAL	272	259	274	263	378	381

Call Success Rate	Mar	Apr	May	Jun	Jul	Aug
Successful	263	242	268	243	352	353
Unsuccessful (Add To Notes)	9	17	6	20	26	28
Percentage Success rate	97%	93%	98%	92%	93%	92%
Grand Total	272	259	274	263	378	381

Source of referral	Mar	Apr	May	Jun	Jul	Aug
Self Referral	134	139	145	130	196	195
Family & Friends	86	63	67	66	82	87
Health Authorities	20	16	15	8	24	20
Social Services	11	6	9	8	17	9
GP Surgery	6	6	6	4	13	8
Age UK Living Well Coordinator	3	2	0	7	7	6
Social Worker / Case Coordinator	1	2	2	9	7	14
Other Voluntary Agencies	4	11	10	11	6	4
Housing Organisations	1	2	2	1	6	4
Royal Cornwall Hospital Treliske (RCH)	1	3	2	0	5	3
Age UK Volunteer	0	0	1	1	3	2
Other	0	0	3	6	3	7
Carers Support Service	6	0	7	0	2	9
Age UK ICAS	0	0	1	1	2	2
OT	0	0	0	3	2	3
Access Team	0	2	0	1	1	1
Age UK TAP	0	0	1	0	1	0
Age UK Homecare	0	0	0	1	1	0
Unknown	4	2	0	0	0	4
Cornwall Council	1	0	0	4	0	1
Truro College	1	0	0	0	0	0
Age UK Products & Services	0	4	1	1	0	2
West Cornwall Hospital (WCH)	0	1	0	0	0	0
Bodmin Hospital	0	0	2	1	0	0

	Mar	Apr	May	Jun	Jul	Aug
Total Helpline Referrals	272	259	274	263	378	381
Total Helpline actions	354	377	407	414	545	600
Total Incoming Direct Calls	251	268	346	328	428	507

Tasker Telephony Data

Helpline call stats	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18
Incoming - Direct calls	251	268	346	328	428	507						
Avg. incoming call duration	3.9	4.9	5.7	5.9	4.6	5.7						
Abandoned calls	5	9	14	11	14	13						
Calls to voicemail	72	76	116	89	141	201						
Incoming - Internal calls	241	204	218	211	218	201						
Outgoing calls	674	558	529	559	471	591						

Reception calls comparison	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18
Incoming - Direct calls	1519	1096	1138	878	780	768						
Average call duration	1.4	1.5	1.4	1.5	1.4	1.2						
Abandoned calls	89	98	98	63	50	32						

Combined R+H Calls	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18
Incoming - Direct calls	1770	1364	1484	1206	1208	1275						
Average call duration	2.7	3.2	3.5	3.7	3.0	3.4						
Abandoned calls	94	107	112	74	64	45						

Reception calls comparison	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17
Incoming - Direct calls	1557	1426	1492	1615	1384	1551	1519	1435	1601	1100	1722	1429
Average call duration	1.4	1.5	1.4	1.4	1.4	1.4	1.5	1.6	1.7	1.6	1.6	1.6
Abandoned calls	133	109	133	173	111	93	136	114	160	101	193	110

Unsuccessful Outcomes

Client ID	Referral Da	Outcome	Project	Outcome Name
1701	5820	Unsuccessful (Add To Notes)	Information & Advice Helpline	no Homecare available in the area, signposted.
2033	5947	Unsuccessful (Add To Notes)	Information & Advice Helpline	Unable to assist
5403	5716	Unsuccessful (Add To Notes)	Information & Advice Helpline	unable to provide garden service in st austell
5408	5722	Unsuccessful (Add To Notes)	Information & Advice Helpline	unable to provide medication prompts
5451	5775	Unsuccessful (Add To Notes)	Information & Advice Helpline	unable to provide in st stephens
5472	5803	Unsuccessful (Add To Notes)	Information & Advice Helpline	unable to provide service in grampound
5475	5807	Unsuccessful (Add To Notes)	Information & Advice Helpline	Unable to provide Volunteer to fill in AA form as volunteer gone on holiday till 4th September.
5493	5830	Unsuccessful (Add To Notes)	Information & Advice Helpline	Footcare no longer available through Age UK.Signposted.
5499	5836	Unsuccessful (Add To Notes)	Information & Advice Helpline	unable to provide a footcare service
5506	5842	Unsuccessful (Add To Notes)	Information & Advice Helpline	unable to provide service
5509	5848	Unsuccessful (Add To Notes)	Information & Advice Helpline	unable to provide the service for footcare
5519	5861	Unsuccessful (Add To Notes)	Information & Advice Helpline	unable to provide service in penzance
5523	5871	Unsuccessful (Add To Notes)	Information & Advice Helpline	unable to provide service
5527	5875	Unsuccessful (Add To Notes)	Information & Advice Helpline	wasn't able to answer her specific questions about her pension. advised to speak to pension wise
5541	5894	Unsuccessful (Add To Notes)	Information & Advice Helpline	unable to provide footcare service
5543	5896	Unsuccessful (Add To Notes)	Information & Advice Helpline	unable to provide personal care
5563	5921	Unsuccessful (Add To Notes)	Information & Advice Helpline	unable to recommend tradesmen
5571	5928	Unsuccessful (Add To Notes)	Information & Advice Helpline	unable to provide services
5576	5935	Unsuccessful (Add To Notes)	Information & Advice Helpline	unable to recommend local tradesmen
5579	5937	Unsuccessful (Add To Notes)	Information & Advice Helpline	unable to recommend
5597	5962	Unsuccessful (Add To Notes)	Information & Advice Helpline	Services unavailable in this area.
5600	5967	Unsuccessful (Add To Notes)	Information & Advice Helpline	Service unavailable
5605	5973	Unsuccessful (Add To Notes)	Information & Advice Helpline	Unable to provide service
5633	6015	Unsuccessful (Add To Notes)	Information & Advice Helpline	unable to provide a service
5706	6112	Unsuccessful (Add To Notes)	Information & Advice Helpline	was looking for sitting service with personal care from us, unable to provide from us
5729	6143	Unsuccessful (Add To Notes)	Information & Advice Helpline	unable to provide homecare in hayle at the moment for domestic, had to advice to look at support in cornwall website for other companies
5746	6167	Unsuccessful (Add To Notes)	Information & Advice Helpline	No availability for I&A Tor Point
5753	6173	Unsuccessful (Add To Notes)	Information & Advice Helpline	Not eligible for any grants.